



# Example of Computer Operations Job Description

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Our company is looking for a computer operations. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for computer operations

- Work directly with the client services team on completing requests and providing direction
- Understand the use of the calendar file and the various frequencies
- Understand the importance of SLA's and CPI's associated with the databases
- Analyze, document, and report computer processing abends and problems
- Develop, coordinate and maintain IS-IT department operating procedures and systems to ensure effective problem-solving operations
- Maintain control of software and hardware change implementations
- Provide network, computer, and equipment problem resolution support to improve customer satisfaction in reliability, availability, and cost of service
- Organize and coordinate IS-IT department tasks and personnel to ensure effective problem solving operations across the enterprise
- Provide feedback to management regarding the work performance of the technicians, and workplace behavior
- Coordinates the job duties between the operational staff and determines cross training requirements and schedules

## Qualifications for computer operations

- Secondary education (high school diploma or equivalent) or equivalent work experience in an IT related position required, Bachelor's degree preferred
- 3-5 years of professional work experience required, experience in the securities or financial services industry is a plus

- Experience in Enterprise-level Computer Operations
- Ability to quickly recognize/identify problems, both routine and complex, and take corrective actions in a timely manner with minimum supervision